

## 14.03 Pest Control Service Request

Procedure Number: 14.03  
Procedure Title: Pest Control Service Request  
Original Issue Date: 03/01/2017  
Revision Date: 03/01/2017  
Appendices: None  
Forms: None  
Statutory References: None  
Ordinance References: None  
Department Responsible for Updates: DAS  
Date for scheduled procedure review: 03/01/2018

### 1. OBJECTIVE

To establish County procedures regarding Pest Control Service Requests.

### 2. DEFINITIONS

- A. Procedure. "Procedure" means the sequence of actions or instructions to be followed in implementing a policy.
- B. Pest. "Pest" means a disruptive or destructive animal, typically an insect, which requires a facilities service request to control and remediate the situation.
- C. Manager. "Manager" means the direct supervisor of an employee.
- D. OEM. "OEM" means the Office of Emergency Management.
- E. COOP. "COOP" means Continuity of Operations Plan
- F. IMSD. "IMSD" means Information Management Services Division

### 3. PROCEDURE

#### A. Pest-related issue is discovered.

- i. Employee advises manager that a pest-related issue has been found in their home or another location where they have spent an extended period of time.
- ii. Employee advises manager that they have become aware of a pest-related issue in the workplace.

#### B. Manager responsibility.

- i. A Manager who is advised of a pest-related issue maintains the responsibility for coordinating efforts to remedy the situation including but not limited to:
  - 1. Confirmation of pest-related incident.
  - 2. Notifying Department Head and other levels of management as needed.
  - 3. Contacting Facilities Department as needed.
  - 4. Consulting with HR Partner as needed.
  - 5. Working with affected employee.
- ii. Manager confirms pest-related incident or requirement within a County facility.

- iii. Manager notifies the following persons/departments of a pest-related issue:
  - 1. Department Head
  - 2. Next level of management
  - 3. Facilities Division within the Department
  - 4. Risk Management
  - 5. HR Partner
- iv. Manager submits Facilities Service Request following departmental procedures.
- v. Facilities staff determines the habitability of the affected space.
  - 1. If the space is not habitable, then:
    - a. Manager consults the Continuity of Operations Plan (COOP) for the department's alternate work locations. Contacts OEM for assistance, as needed. OEM 24/7 assistance at (414) 257-4709; and Email for non-emergency events is: EmergencyManagement@milwaukeecountywi.gov
    - b. Manager coordinates alternate work location with their IMSD Business Analyst to ensure connectivity.
    - c. Manager communicates business-as-usual and/or alternate work locations to affected staff.
- vi. Manager determines source of issue.
  - 1. If employee reports that he or she is dealing with a pest-related problem in their home, the employee may be asked to leave the premises, with the requirement that he or she seek medical treatment (if necessary) and return with proof that the problem has been eradicated.
  - 2. If the employee has not disclosed the issue but a coworker reports it, Manager should ask for credible evidence to ensure it is not a harassment situation. With credible evidence, Manager can approach the employee in a straightforward and discreet manner to discuss the issue. Employee may be asked to leave the premises, with the requirement that he or she seek medical treatment (if necessary) and return with proof that the problem has been eradicated.
  - 3. If employee reports the pest problem may be the result of a work-related actions (such as acquiring pests during a home visit by a Human Service Worker), then Manager, HR Partner and Risk Manager will determine appropriate course of action. Employee may be asked to leave the premises, with arrangements made by the Manager to send licensed pest management professional to employee's home for inspection and treatment if necessary.
  - 4. Additional information or references can be reviewed at the City of Milwaukee Public Health website at: <http://city.milwaukee.gov/Health/> .
- vii. Manager works with HR Partner to draft letter to affected employee to outline next steps.
- viii. Manager works with HR Partner to draft communication letter to department.
  - 1. Define the area that will be treated.
  - 2. Assure staff that treatment will be provided by a licensed pest management professional.
  - 3. Explain the procedure that will be used for treatment.

4. Provide documents or links that provide additional information.

**C. Departmental facilities' staff responsibility.**

- i. Facilities staff inspects site and verifies need for pest control contractor.
- ii. Facilities staff requests and schedules State-certified pest control contractor at earliest availability.
- iii. Facilities staff schedules treatments needed and at earliest availability.
- iv. Facilities staff determines the habitability of the affected space and reports to Manager.
- v. Facilities staff consults with OEM for Public Health Department assistance from the local municipality if there are doubts.
- vi. Facilities staff follows up on treatments to ensure problem has been remedied.
- vii. If pest problem persists, facilities coordinates further review by the pest control contractor.
- viii. If further services are required, return to step iii.
- ix. Facilities staff communicates treatment plans and precautionary measure with Managers of affected staff.
- x. Facilities staff coordinates with County Executive Communications Director on public messaging, as needed.

**D. Workers' Compensation, FMLA, ADA.**

- i. Employees alleging injury as a result of a pest-related issue should follow the process for filing a workers' compensation claim as outlined in 5.04, Claims Reporting Procedures.
- ii. Employees or visitors with questions about pest-related expense reimbursements should follow the process outlined in 5.04, Claims Reporting Procedures.
- iii. Time away from work for an employee to deal with pest issues may or may not be covered by the Family and Medical Leave Act (FMLA) or the Americans with Disabilities Act (ADA). Employees should follow the process for filing a leave or accommodation request as appropriate.

**E. Additional Reference Information.**

- i. Additional information or references can be reviewed at the City of Milwaukee Public Health website at: <http://city.milwaukee.gov/Health/>.

#### **4. FORMS**

The following attached forms are to be used in compliance with this procedure:

Form #	Form Title
	None